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## USER SUPPORT APPARATUS AND SYSTEM USING AGENTS

### BACKGROUND OF THE INVENTION

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**MAR 15 2002**

**Technology Center 2100**

#### 1. Field of the Invention

5 [0001] The present invention relates to a user support technique, particularly to a user support system that supports users' processes such as operations and information retrieval using agents.

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#### 2. Description of the Related Art

10 [0002] With the widespread use of the Internet and mobile phones, more and more people are using personal computers and various types of information terminals. In recent years, sales of electronic equipment such as personal computers have been increasing dramatically, and as a result, the number of beginners or persons who lack computer literacy has risen rapidly. With the remarkable improvements in CPU power, memory capacity and graphical user interfaces (GUIs), novices have been provided with methods that allow them to  
15 operate their equipment easily. Without aids like the GUI, novices would not be able to utilize many of the advanced functions their equipment can perform or access necessary information properly.

20 [0003] Agent technology has become known and accepted as one form of user support technology. An agent is a personified character that appears on a computer display, obtains a user's command, and relays that command to the computer. The resulting computer output is then presented to the user as a